



2161  
#4  
BT  
11-09-01

PTO/SB/21 (modified)

Approved for use through xx/xx/xx, OMB 0651-0031

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

0001/PTO  
Rev. 10/95

U.S. Department of Commerce  
Patent and Trademark Office

Application Number

09/782,677

Filing Date

February 12, 2001

First Named Inventor

Mark C. Pace

Group Art Unit Number

2161

Examiner Name

Not Yet Known

Total Number of Pages in This Submission

5 + Refs

Attorney Docket Number

19538-05784

RECEIVED

JUL 27 2001

Technology Center 2600

**ENCLOSURES (check all that apply)**

<input type="checkbox"/> Fee Transmittal Form (in duplicate)	<input type="checkbox"/> Issue Fee Transmittal
<input type="checkbox"/> Check Enclosed	<input type="checkbox"/> Letter to Chief Draftsperson
<input checked="" type="checkbox"/> Return Receipt Postcard	<input type="checkbox"/> Formal Drawing(s):
<input type="checkbox"/> Response to Notice to File Missing Parts	<input type="checkbox"/> [ ] Sheet(s) of Figure(s) [ ]
<input type="checkbox"/> Assignment & Recordation Cover Sheet	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Declaration	<input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> Power of Attorney	<input type="checkbox"/> Certified Copy of Priority Document(s)
<input type="checkbox"/> Application Data Sheet	<input type="checkbox"/> After Allowance Communication to Group
<input checked="" type="checkbox"/> Information Disclosure Statement & PTO-1449	<input type="checkbox"/>
<input checked="" type="checkbox"/> Copies of IDS Cited References	<input type="checkbox"/>
<input type="checkbox"/> Request for Corrected Filing Receipt	<input type="checkbox"/>
<input type="checkbox"/> Request for Correction of Recorded Assignment	<input type="checkbox"/>
<input type="checkbox"/> Amendment/Response: [ ] Page(s)	<input type="checkbox"/>
<input type="checkbox"/> After Final	<input type="checkbox"/>
<input type="checkbox"/> Status Request	<input type="checkbox"/>
<input type="checkbox"/> Revocation and Substitute Power of Attorney	<input type="checkbox"/>
	<input type="checkbox"/>

**REMARKS:**

**SIGNATURE OF ATTORNEY OR AGENT**

Signature:	
Attorney/Reg. No.:	Robert R. Sachs/Reg. No. 42,120
Dated: 7-20-01	

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence, including the enclosures identified above, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on the date shown below. If the Express Mail Mailing Number is filled in below, then this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service pursuant to 37 CFR 1.10.

Signature:	
Typed or Printed Name:	Robert R. Sachs
Express Mail Mailing Number (optional):	
Dated:	7-20-01



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

RECEIVED

JUL 27 2001

Technology Center 2600

APPLICANT(S): Mark C. Pace and Thomas W. Cook

APPLICATION NO.: 09/782,677

FILING DATE: February 12, 2001

TITLE: Automated Service Scheduling System Based on Customer Service

EXAMINER: Not Yet Known

GROUP ART UNIT: 2161

ATTY. DKT. NO.: 19538-05784

## CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner For Patents, Washington, D.C. 20231, on the date shown below:

Dated: 7.20.01By: Robert R. Sachs

Robert R. Sachs, Reg. No.: 42,120

COMMISSIONER FOR PATENTS  
WASHINGTON, DC. 20231

INFORMATION DISCLOSURE STATEMENT  
Under 37 CFR §§ 1.56 and 1.97-98

SIR:

Pursuant to the provisions of 37 CFR §§ 1.56 and 1.97-98, enclosed herewith is modified form PTO-1449 listing references for consideration by the Examiner. A copy is enclosed herewith of each listed reference that may be material to the examination of this application, and with respect to which there may be a duty to disclose.

The filing of this Information Disclosure Statement shall not be construed as a representation regarding the completeness of the list of references, or that inclusion of a reference in this list is an admission that it is prior art or is pertinent to this application, or that a search has been made, or as an admission that the information listed is, or may be considered to be, material to patentability, or that no other material information exists, and shall not be construed as an admission against interest in any manner.

This application relies, under 35 U.S.C. § 120, on the earlier filing date of prior application Serial No. [SERIAL NUMBER], filed on [FILING DATE], and the

references cited therein are hereby referenced, but are not required to be provided in this application under 37 CFR § 1.98(d).

The Information Disclosure Statement submitted herewith is being filed:

- within three months of the filing date of the application, or date of entry into the national stage of an international application, or before the mailing date of a first official action on the merits, whichever event last occurred;  
OR
- before the mailing of a first official action after the filing of a request for continued examination (RCE) under 37 CFR § 1.114;
- after three months of the filing date of this national application or the date of entry of the national stage in an international application, or after the mailing date of the first official action on the merits, whichever event last occurred, but before the mailing date of the first to occur of either:
  - (1) a final action under 37 CFR § 1.113; OR
  - (2) a notice of allowance under 37 CFR § 1.311; AND
  - attached hereto is the fee of \$180, as set forth under 37 CFR § 1.17(p), for submission of this Information Disclosure Statement under 37 CFR § 1.97(c); OR
  - Applicant certifies pursuant to 37 CFR § 1.97(e) that:
    - each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement;  
OR
    - no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the person signing this certification after making reasonable inquiry, was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement.
- OR
- before the payment of the issue fee but after the mailing date of the first to occur of either:
  - [1] a final action under 37 CFR § 1.113; OR

[2] a notice of allowance under 37 CFR § 1.311; AND  
in accordance with the requirements of 37 CFR § 1.97(d):

Applicant certifies pursuant to 37 CFR. § 1.97(e) that:

each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement;  
OR

no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the person signing this certification after making reasonable inquiry, was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement; AND

Applicant hereby respectfully petitions for the consideration of the accompanying Information Disclosure Statement under 37 CFR § 1.97(d)(2); AND

Applicant submits the petition fee of \$180 as set forth in 37 CFR § 1.17(p).

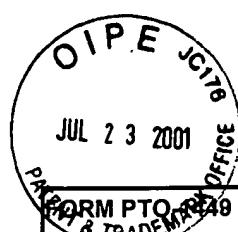
Applicant submits that no fee is required for the consideration of the accompanying Information Disclosure Statement.

Consideration of the listed references and favorable action are solicited.

Respectfully submitted,  
MARK C. PACE ET AL.

Dated: JUL 20 01

By: Robert R. Sachs  
Robert R. Sachs, Reg. No.: 42,120  
Fenwick & West LLP  
Two Palo Alto Square  
Palo Alto, CA 94306  
Tel.: (415) 875-2410  
Fax.: (650) 494-1417



Sheet 1 of 1

FORM PTO-249  
(REV. 6-2000)

U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

Attorney's Docket No.  
19538-05784

Serial No.  
09/782,677

## INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Applicants

Mark C. Pace et al.

Filing Date

February 12, 2001

Group Art Unit

2161

## U.S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	5,615,121	03/25/97	Babayev et al.	395	209	
	6,003,013	12/14/99	Boushy et al.	705		RECEIVED
	5,918,209	06/29/99	Campbell et al.	705		5JUL 27 2001
	5,987,421	11/16/99	Chuang	705		Technology Center 2600
	5,850,344	12/15/98	Conkright	364	479.01	
	5,848,395	12/8/98	Edgar et al.	705	9	
	6,026,375	2/15/00	Hall et al.	705	26	
	5,933,810	08/03/99	Okawa	705	5	
	5,973,619	10/26/99	Paredes	340	994	
	5,774,877	6/30/98	Patterson Jr. et al.	705	35	
	6,049,774	4/11/00	Roy	705	8	
	5,933,354	08/03/99	Shimada et al.	364	478.16	
	5,920,846	07/06/99	Storch et al.	705	7	
	5,006,983	04/09/91	Wayne et al.	364	401	
	5,978,770	11/2/99	Waytena et al.	705	5	
	5,966,068	10/12/99	Wicks et al.	304/	286.01	

## FOREIGN PATENT DOCUMENTS

	Document Number	Date	Country	Class	Subclass	Translation	
						Yes	No
	05227339	09/13/93	Japan				
	02244260	09/14/90	Japan				Yes
	62097034	04/20/87	Japan				Yes
	1295627	11/8/72	United Kingdom				

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

Kuyumcu, A. H., "Gaming with Revenue Management," Talus Solutions, Inc., Scorecard Magazine, pgs. 1-8, Summer, 2000.

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if references considered, whether or not citation is in conformance with MPEP § 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.